



MEDIA RELEASE

City of Medicine Hat - 508 First Street S.E. - Medicine Hat, Alberta, T1A 2E8 - (403) 529-8071

**FOR IMMEDIATE RELEASE
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MEDICINE HAT 911 ACHIEVES MILESTONE ***911 Accredited in Emergency Fire Dispatching***

Medicine Hat – Medicine Hat 911 Communications has achieved the second of three accreditations for the consistent use of fire, police and ambulance dispatch systems.

The accreditation ensures the best standards in the world are being met by Medicine Hat's 911 Communications to protect residents and emergency personnel.

Medicine Hat 911 was the first 911 centre in the world to be an Accredited Centre of Excellence (ACE) in Emergency Police Dispatching (EPD) in May 2007, and has now achieved accreditation in Emergency Fire Dispatching.

Following the Fire, Police and Medical Emergency Dispatch Systems involve 911 staff asking callers a series of questions. These questions are not made up nor are they random questions. The questions are part of the standards set by the ACE to determine the fastest way to save a life and how to protect emergency personnel that arrive on the scene.

"While the emergency personnel are being dispatched there are many questions to ensure safety for you and for the personnel arriving on scene," says Ronda Grant, 911 Communications Director. "Even the smallest detail can be critical, so we try to ask as many of the series of questions as possible. The more information we have the greater our ability to help you. If there is a gun, for instance, we want our personnel to be aware of that."

In an effort to keep the public informed, Medicine Hat 911 is hosting a panel of experts in the fields of Emergency Response and Dispatching to answer any questions on 911 protocols and to help residents understand the importance of the answers they provide on every Police, Fire or Ambulance call. The public forum will be held Jan. 22, 2008 (location to be announced).

Accreditation in the use of the Dispatch Systems is an assurance to the public that a level of professionalism and quality control is being used in Medicine Hat. All data is examined by the National Academy of Emergency Dispatch on a regular basis to ensure the standards are being met.

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For further information, please contact:

Ronda Grant
911 Communications Director
City of Medicine Hat
(403) 529-8495

Jody Lamb
Corporate Communications Manager
City of Medicine Hat
(403) 502-8071

